

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. Contract ID Code 08	Page 1	Pages 3
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2. AMENDMENT/MODIFICATION NO. 42	3. EFFECTIVE DATE See Block 16C	4. REQUISITION/PURCHASE REQ. NO. See Page 1a	5. PROJECT NO. (If applicable)
6. ISSUED BY CODE	PS33/ MGH	7. ADMINISTERED BY (If other than Item 6) CODE	PS33/MGH

Procurement Office  
George C. Marshall Space Flight Center  
National Aeronautics and Space Administration  
Marshall Space Flight Center, AL 35812

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8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State, and Zip Code)		(x)	9A. AMENDMENT OF SOLICITATION NO.
Al Signal Research, Inc. 3411 Triana Blvd SW Huntsville, AL 35805			9B. DATED (SEE ITEM 11)
		X	10A. MODIFICATION OF CONTRACT/ORDER NO. NAS8-02047
			10B. DATED (SEE ITEM 13) 02/15/02
CODE SAP 127909	FACILITY CODE CAGE 004R1		

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 8 and 15, and returning 1 copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

N/A

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

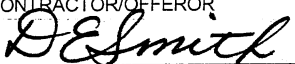
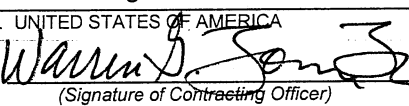
(x)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
X	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: Modification IAW FAR 43.103(a), the "Limitation of Funds" clause, and Mutual Agreement
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☐ is not, ☒ is required to sign this document and return 3 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

	Negotiated Est. Cost	Prov. Est. Cost	Total Est. Cost	Maximum Incentive Fee	Contract Value	Incentive Fee Available	Incentive Fee Earned	Unearned Incentive Fee	Total Sum Allotted
Previous	\$29,955,991	\$ 0	\$29,955,991	\$1,333,681	\$31,289,672	\$ 523,915	\$806,546	\$3,220	\$29,302,302
This Mod	\$ (226,120)	\$ 0	\$ (226,120)	\$ (13,567)	\$ (239,687)	\$ (13,567)	\$ 0	\$ 0	\$ 0
New Total	\$29,729,871	\$ -0-	\$29,729,871	\$ 1,320,114	\$31,049,985	\$ 510,348	\$806,546	\$3,220	\$29,302,302

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) D. E. Smith, General Manager		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Warren G. Jones, Jr. Contracting Officer	
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED June 24, 2005	16B. UNITED STATES OF AMERICA BY  (Signature of Contracting Officer)	16C. DATE SIGNED JUN 24 2005

The purposes of this modification are to: (a) revise (at a no cost change) the performance work statement as result of Marshall Space Flight Center recent organization transformation that necessitated a realignment of services to better reflect the contractors current role in supporting the Office's of Human Capital and Strategic Communications, b) definitize the Contractor's Credit proposals, entitled "Revised ASRI proposal for Contract NAS8-02047, Customer and Employee Relations (CaER) Directorate Support Services" (the proposal were submitted in response to NASA/MSFC Letter Request for Proposal dated March 1, 2005 and Partial Stop Work Order dated February 28, 2005) c) change the contract and incentive fee values for the current option period 3 and unexercised option period 4 and d) correct Clause B.5 as result of error in Modification No. 35 that omitted incentive fee earned in the amount of \$181,098. The action in (b) above cancels and supersedes the Partial Stop Work Order. Accordingly, NAS8-02047 is modified as follows:

- A. Under Clause B.2, Estimated Cost and Contract Fee, make the following modifications:
- Under paragraph (a) decrease the estimated cost for option 3 by (\$226,120) from \$6,830,018 to \$6,603,898 and decrease the contract fee by (\$13,567) from \$310,438 to \$296,871. As such, the overall estimated Total Cost & Fee for Option 3 is reduced by \$239,687 from \$7,140,456 to \$6,900,769.
  - In addition, under paragraph (a) decrease the estimated cost for option 4 by (\$263,374) from \$6,963,504 to \$6,700,130 and decrease the contract fee by (\$15,802) from \$318,985 to \$303,183. As such, the overall estimated Total Cost & Fee for option 4 is reduced by \$279,176 from \$7,282,489 to \$7,003,313.
  - In addition under paragraph (b), for option period 3 reduce "Maximum Available Incentive Fee" for the period of 2/15/05-08/14/05 by (\$6,783) from \$155,219 to \$148,436 and for the period of 8/15/05-02/14/06 by (\$6,784) from \$155,219 to \$148,435. The total fee being reduced for option period 3 is (\$13,567).
  - In addition under paragraph (b), for option period 4 reduce "Maximum Available Incentive Fee" for the period of 2/15/06-08/14/06 by (\$7,911) from \$159,493 to \$151,582 and for the period of 08/15/06-02/14/07 by (\$7,911) from \$159,581 to \$151,581. The total fee being reduced for option 4 is (\$15,822).
- B. Under Clause B.5, Contract Funding, is modified as follows:
- Subparagraph (a) is modified as follows:
    - Increase the funded amount from \$28,166,396 by \$0 to \$28,166,396.
    - Revise the funding coverage date from August 12, 2005 to August 26, 2005.
  - Subparagraph (b) is modified as follows:
    - Increase the additional amount obligated under this contract for fee from \$1,135,906 by \$0 to \$1,135,906.

- Subparagraph (c) is revised as a result of an omission of fee earned in the amount \$181,098 under Modification No. 35 is modified as follows:
  - Increase "Estimated Cost" from \$28,166,396 by \$0 to \$28,166,396.
  - Increase "Provisional Incentive Fee", from \$510,458 by (\$181,098) to \$329,360.
  - No revision in "Incentive Fee Earned" from \$625,448 by \$181,098 \$806,546.
  - Increase "Total Sum Allotted" from \$29,302,302 by \$0 to \$29,302,302.

C. Attachment J-1/Performance Work Statement, Attachment J-3/Work Breakdown Structure, Attachment J-4/Surveillance and Cost Plus Incentive Fee Plan and Attachment J-5/Performance Requirements Summary are revised in its entirety as result of Marshall Space Flight Center recent organization transformation which necessitated a realignment of services to better reflect the contractors current role in supporting the Office's of Human Capital and Strategic Communications. The revised Performance Work Statement also includes the deletion and reduction of services as defined in the Partial Stop Work order dated February 28, 2005.

D. The modification(s) made above is reflected in total on the change page(s) enclosed herein. In order to reflect the change(s) made, the page(s) listed below are hereby deleted from, or added to, Contract NAS8-02047. A vertical change bar is included in the right margin to indicate the specific area(s) of change.

<u>Page(s) Deleted</u>	<u>Page(s) Added</u>
B-2	B-2
B-5	B-5
Attachment J-1	Attachment J-1
Attachment J-3	Attachment J-3
Attachment J-4	Attachment J-4
Attachment J-5	Attachment J-5

E. In recognition of the modifications(s) agreed to herein as complete equitable adjustments for the contractor's "proposal(s) for adjustment" listed below, the Contractor hereby releases the Government from any and all liability under this contract for further equitable adjustment(s) attributable to such facts or circumstances giving rise the "proposal(s) for adjustment."

<u>Contract</u>	<u>Contractor</u>
<u>Change Identification</u>	<u>Proposal Number</u>
NASA/MSFC Request For Proposal dated March 10, 2005	ASRI Proposal dated April 7, 2005
NASA/MSFC Partial Stop Work Order dated February 28, 2005	ASRI Revised Proposal dated May 5, 2005

F. All other terms and conditions of contract NAS8-02047 remain unchanged.

Option Yr.3	(A) Mission	02/15/05-2/14/06	\$6,603,898	\$ 0	\$ 0	\$ 296,871	\$6,900,769	Exercised
Option Yr.3	(B) Schedule	02/15/05-2/14/06	\$ 100,000	\$ 0	\$ 0	\$ 6,000	\$ 106,000	Exercised
Total			\$29,729,871			\$1,320,114	\$31,049,985	

Option Yr.4	(A) Mission	02/15/06-2/14/07	\$6,700,130	\$ 0	\$ 0	\$ 303,183	\$7,003,313	Unexercised
Option Yr.4	(B) Schedule	02/15/04-2/14/05	\$ 100,000	\$ 0	\$ 0	\$ 6,000	\$ 106,000	Unexercised

(b) The total incentive fee earned during the performance of this contract is as follows:

<u>Contract Year</u>	<u>Schedule</u>	<u>Period Covered</u>	<u>Maximum Available Incentive Fee</u>	<u>Incentive Fee Earned</u>	<u>Unearned Incentive Fee Earned</u>
Base Year	(A) Mission	02/15/02-08/14/02	\$130,065	\$127,464	\$2,601
		08/15/02-02/14/03	\$136,628	\$136,628	\$ -0-
Base Year	(B) IDIQ	02/15/02-08/14/02	\$ -0-	\$ -0-	\$ -0-
		08/15/02-02/14/03	\$15,858	\$15,239	\$619
Option Yr. 1	(A) Mission	02/15/03-08/14/03	\$139,652	\$139,652	\$ -0-
		08/15/03-02/14/04	\$204,102	\$204,102	
Option Yr. 1	(B) IDIQ	02/15/03-08/14/03	\$ -0-	\$ -0-	
		08/15/03-02/14/04	\$ 2,363	\$ 2,363	
Option Yr. 2	(A) Mission	02/15/04-08/14/04	\$174,036	\$174,036	
		08/15/03-02/14/05	\$174,035	\$0	
Option Yr. 2	(B) IDIQ	02/15/04-08/14/04	\$ 7,062	\$ 7,062	
		08/15/04-02/14/05	\$ 33,442	\$0	
Option Yr. 3	(A) Mission	02/15/05-08/14/05	\$148,436		
		08/15/05-02/14/06	\$148,435		
Option Yr. 3	(B) IDIQ	02/15/05-08/14/05	\$ 3,000		
		08/15/05-02/14/06	\$ 3,000		
		Total	\$1,320,114	\$806,546	

Option Yr. 4	(A) Mission	02/15/06-08/14/06	\$151,582		Unexercised
		08/15/06-02/14/07	\$151,581		Unexercised
Option Yr. 4	(B) IDIQ	02/15/06-08/14/06	\$ 3,000		Unexercised
		08/15/06-02/14/07	\$ 3,000		Unexercised

(End of clause)

### B.3 INDEFINITE DELIVERY/INDEFINITE QUANTITY (IDIQ) SCHEDULE AND ORDERING PROCEDURES

(a) The Government requires the performance of the effort within the quantities set forth in paragraph (b) below on an IDIQ basis during the performance of this contract. These services will be ordered through the issuance of Task Orders (see Clause G.4), individually priced, and shall contain separate schedule and cost incentives to be used to evaluate performance and determine the amount of fee earned. The IDIQ schedule will be used for tasks with an estimated value of \$25,000 or greater per task as described in section 11.0 of the PWS.

(b) In the event that the Government does not order the "minimum quantity" specified below during the applicable contract year, the Government's maximum obligation under this

available for the applicable contract year. In the event that the actual incentive fee earned is less than the provisional payment made, the Contractor shall submit to the Government, a credit voucher for the amount of such overpayment. At the Contracting Officer's discretion, should the determined estimate-at-completion (EAC) exceed the total contract value, provisional payment of cost incentive fee may be reduced or terminated.

(c) The Contracting Officer is the determining official for the amount of incentive fee that is earned.

(End of clause)

#### B.5 CONTRACT FUNDING (1852.232-91 (JUN 1990))

(a) For purposes of payment of cost, exclusive of fee, in accordance with the Limitation of Funds clause, the total amount allotted by the Government to this contract is \$28,166,396. This allotment is for Customer and Employee Relations (CaER) Directorate Support Services and covers the following estimated period of performance: February 15, 2002 through August 26, 2005.

(b) An additional amount of \$1,135,906 is obligated under this contract for payment of fee.

(c) Recapitulation of funding is as follows:

	<u>Previous</u>	<u>This Action</u>	<u>Total</u>
Estimated Cost	\$28,166,396	\$ 0	\$ 28,166,396
Provisional Incentive Fee	\$ 510,458	\$ (181,098)	\$ 329,360
Incentive Fee Earned	\$ <u>625,448</u>	\$ <u>181,098</u>	\$ <u>803,546</u>
Total Sum Allotted	\$29,302,302	\$ 0	\$ 29,302,302

(End of clause)

#### B.6 PREMIUM FOR SCHEDULED OVERTIME (MSFC 52.222-93) (AUG 1988)

Pursuant to the clause entitled "Payment for Overtime Premiums," the amount of overtime premium authorized shall not exceed the amount specified below for the indicated period.

<u>Period</u>	<u>Amount</u>
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B-5 (Mod 42)

ATTACHMENT J-1

PERFORMANCE WORK STATEMENT

Human Capital Office and Strategic Communications Office  
Support Services  
at the Marshall Space Flight Center (MSFC)

Table of Contents

- 1.0 Mission
- 2.0 Program Management
- 3.0 Business Management Support
- 4.0 Employee Services & Operations Support
- 5.0 Learning & Organization Development Services
- 6.0 "Reserved"
- 7.0 Internal Relations and Communications Services---  
Incorporated into PWS 10 and PWS12
- 8.0 Government and Community Relations Support
- 9.0 Academic Affairs Support
- 10.0 Public and Employee Communications Services
- 11.0 Indefinite Delivery/Indefinite Quantity
- 12.0 Planning & Integration Office Support
- 13.0 Strategic Performance Management & Incentives Support

## **1.0 MISSION**

1.1 The mission of the Office of Human Capital and Office of Strategic Communication Directorates is to maximize the performance of NASA, and MSFC by providing coordinated strategic planning, developmental resources, and innovative communications.

1.2 The Office of Human Capital and Office of Strategic Communication Directorates fulfills its mission through the key roles of:

- Creating and maintaining an effective, diverse workforce,
- Providing the means for MSFC's people and organizations to develop to their fullest potential and perform consistently at that level,
- Fostering an MSFC culture in which each individual lives the Center's core values,
- Reaching out to all of MSFC's customers and stake holders to create mutually beneficial and productive relationships between them and the Center,
- Leading and facilitating the Center's implementation and business planning activities,
- Enabling the Nation to benefit fully from NASA technologies,
- Leading MSFC's external communications activities, providing guidance to Center organizations to ensure that all communications are integrated to deliver clear and consistent messages to all appropriate audiences, and
- Inspiring our Nation's youth to learn about space and assist educators in providing innovative, effective instruction in science, math, engineering, and technology.

## **2.0 PROGRAM MANAGEMENT**

### **2.1 Contract Administration**

2.1.1 The Contractor shall provide planning, coordination and surveillance of overall contract activities to ensure disciplined performance of work and the timely application of resources necessary for

completion of all tasks of this performance work statement (PWS) to include mission schedule as well as all Indefinite Delivery/Indefinite Quantity (IDIQ) task order work issued by MSFC.

2.1.2 The Contractor shall develop and implement a Management Plan in accordance with Data Requirements Description DRD 922MA-001, "Management Plan," for accomplishment of the tasks described by the PWS. In accomplishing this effort, the Contractor shall make adjustments in the application of its workforce and resources to specific activities, as demands and priorities require. The plan shall address risk management. The plan shall reflect the details of planning and implementation as stated in the proposal.

2.1.3 The Contractor shall provide necessary training relative to the support services provided by this contract for new and existing Government and Contractor employees to ensure mission success.

2.1.4 In accordance with DRD 922CD-001, "On-site Employee Location Listing," the Contractor shall provide an on-site employee location listing.

2.1.5 The Contractor shall inform the COTR about the status of in-work task milestones and costs to ensure the accuracy of information and to reduce misunderstandings of requirements, priorities, and deadlines. The Contractor shall match expected costs to funding received by customer. A work progress system shall be established and maintained by the Contractor in such depth and sufficient detail to provide status of tasks and projects from planning to finalization. A progress report shall be provided in accordance with DRD 922MA-002, "Progress Reports."

2.1.6 The Contractor shall ensure the timely processing of all paperwork, such as purchasing and transportation requests, Requests for Proposals, Delivery Orders, contracts, and deadline/milestone estimates.

2.1.7 The Contractor shall adhere to the following quality standards and provide the following quality feedback:



2.1.7.1 Follow all NASA, Marshall and Directorate ISO compliant work instructions and policy guidance. When creating procedures, maintain process documents as specified in current ISO certification standards. Perform regular compliance, accuracy, currency, and quality checks for all products and services in accordance with this information. All records shall be maintained in accordance with MPG 1440.2, "MSFC Records Management Program."

2.1.7.2 The Contractor shall develop/update applicable Organizational Issuances (OI's) to reflect processes by which this contract will be performed. Proposed OI's shall be part of the Contractor's Management Plan to be submitted in accordance with DRD 922MA-001, "Management Plan." See attachment J-6, "Applicable Regulations, Procedures, and Documents," for a listing of OI's pertinent to the current contract.

2.1.7.3 Solicit customer satisfaction feedback from contract customers and provide this information to the COTR.

## 2.2 Financial Management

The Contractor shall establish, implement, and maintain a financial reporting system in accordance with the NASA FAR Supplement, NFS 1852.242-73. The Contractor shall submit Financial Management Reports in accordance with DRD 922MA-003, "Financial Management Report (533M)."

## 2.3 Safety, Health, and Environmental

2.3.1 The Contractor shall establish and implement an industrial safety, health, and environmental program that incorporates the following Safety and Health Program Core Process Requirement (CPR) elements in accordance with DRD 922SA-001, "On-site Safety and Health Plan," and documented in MPG 8715.1, "Marshall Safety, Health, and Environmental (SHE) Program," that addresses:

- a. Management commitment and employee involvement in the safety and health program.
- b. System and worksite hazard analysis.
- c. Hazard prevention and control.
- d. Safety and health training.
- e. Environmental compliance.

2.3.2 Mishaps shall be reported to the MSFC Safety & Mission Assurance Office in accordance with DRD 922SA-002, "Mishap and Safety Statistics Reports."

2.3.3 The Contractor shall provide building managers and safety monitors for buildings 4466, 4471, and 7214.

2.3.4 The Contractor shall perform annual surveys and reports on chemical inventories and warehouse space requirements, etc., within the building areas set forth in 2.3.4 above, as required by NASA and MSFC.

#### 2.4 Information Technology Security

A security plan shall be prepared in accordance with DRD 922CD-002, "Security Plans for Major Applications and General Support Systems," for each Federal major application and general support system utilized in the performance of the contract by Contractor and subcontractor personnel. Each security plan shall be based on an assessment of risks and document the safeguards necessary to ensure sufficient availability, integrity, and confidentiality as required by MPG 2810.1, "Security of Information Technology."

### **3.0 BUSINESS MANAGEMENT OFFICE**

#### 3.1 Human Capital Office Support

3.1.1 The Contractor shall provide program management, program integration, and project management support services to the Office of Human Capital. These services shall be in support of the achievement of the Office of Human Capital mission to provide a comprehensive program for the development of Center employees and organizations; and to develop and implement a comprehensive human resources program and reward system for the Center.

3.1.2 The activities shall include performing special fact-finding assignments for the Office of Human Capital covering a wide range of management activities; assisting in the overall administration/management matters by providing advice and assistance to the Office of Human Capital with respect to management plans, establishment of controls and policies, and identification of general problem areas. The Contractor shall also lead, and/or support the following tasks;

3.1.2.1 Prepare final reports and presentations of data on the Office of Human Capital program status for internal and Center management review.

3.1.2.2 Provide support for special projects involving statistical and narrative treatment, compiling, consolidating, and extracting statistical data from feeder reports, computer listings, database queries, and control documents for internal and external special reports.

3.1.2.3 Research and recommend new technology and techniques such as project management tools, presentation tools, and software packages that are beneficial to the operation of the Office of Human Capital.

3.1.2.4 Analyze and recommend improvements to Office of Human Capital work processes or data flow and conduct Business Process Reengineering (BPR) activities for the Human Capital Office.

3.1.2.5 Provide assistance in developing training materials and documentation as well as conduct one-on-one and group training on business and application processes and software.

3.1.3 The Contractor shall provide program management, program integration, and project management support services for the Office of Human Capital initiatives. Some travel shall be required in support of agency-wide initiatives.

#### **4.0 EMPLOYEE SERVICES & OPERATIONS**

The Contractor shall provide support services, as required, to assist NASA and MSFC in creating and maintaining an effective, diverse workforce. These services shall include employee assessments and diagnostic evaluations; short term counseling (short term is defined as an average of 5 visits or less) referral to local area resources for additional counseling/treatment and support services (referrals made to outside professional providers for longer term and follow-up care the cost of services received from referral sources is borne by the employee or family member.); referral to locally available community services and support systems; consultation opportunities for manager and supervisors.

#### 4.1 Employee Assistance Program Coordinator

4.1.1 The Contractor shall provide an Employee Assistance Program for MSFC in accordance with applicable NASA and MSFC regulations and policies.

4.1.2 The Contractor shall provide promotional materials and participate in appropriate aspects of the NASA Drug Free Workplace Program.

4.1.3 The Contractor shall provide a comprehensive record/reporting system to include quarterly statistical data presented in Office of Personnel Management (OPM) formats (OPM FORM 1210).

4.1.4 The Contractor shall provide monthly Program reports to the Manager of Human Resources Department.

4.1.5 The Contractor shall provide a summary report at the end of the fiscal year to include necessary data for the annual OPM report.

4.1.6 The Contractor shall provide development and maintenance of a Critical Incident Stress Management Plan for the Center.

4.1.7 The Contractor shall provide program management and appropriate administrative services.

4.1.8 The Contractor shall provide consultations and/or briefings to management, union officials, human resources staff, and others to promote understanding of the advantages of EAP, to establish working relationships with these groups, to encourage referrals to EAP when appropriate, and to provide training as appropriate.

#### **5.0 LEARNING & ORGANIZATION DEVELOPMENT**

This effort shall include the administration and execution of a high volume of training and organizational development procurements. Additionally, the Contractor shall provide services in support of training coordination and delivery, instructional design and delivery, coordination of events, design and implementation of organizational development

exercises/ interventions, and administrative support for the Marshall Institute.

## 5.1 Technical Training Coordination

5.1.1 The Contractor shall develop and conduct technical courses to meet specific needs of the MSFC technical community that cannot be met through standard college curricula.

5.1.2 The Contractor shall provide coaching/mentoring assistance to MSFC organizations, in technical areas of expertise such as Design Process, Risk Analysis, Structures, Controls, Fluid Dynamics, and Flight Mechanics as requested.

5.1.3 The Contractor shall prepare technical content and distribute technical training materials at training sessions.

5.1.4 The Contractor shall create advanced learning environments via electronic/computer-based tools.

5.1.5 The Contractor shall identify, document, and track the characteristics and scope of cutting edge technology as it applies to MSFC.

5.1.6 The Contractor shall identify and communicate the MSFC science and engineering culture within and outside the Center.

5.2 Training Event Logistics (*This PWS was formerly 5.3 Events Coordination and as such the number of events requirement support was reduced approximately 50% effective 3/1/5 in Option Years 3 & 4*)

5.2.1 The Contractor shall provide coordination to organize conferences, meetings, retreats, workshops, training sessions, technical interchange meetings, symposia and other such events, both on-Center and away.

5.2.2 The Contractor shall provide support for multiple events occurring at the same time at various locations. Events may be on-site, in the local commuting area, and/or at a distant location requiring overnight stay. The Contractor shall maintain contacts, technical

experts, purchasing sources, and other resources to respond rapidly to last minute or quick-turnaround requirements if necessary.

5.2.3 The Contractor shall determine all logistical/support requirements for events. The Contractor shall consolidate the event requirements and submit them to the organization's technical monitor within 2 business days of the request.

5.2.4 The Contractor shall arrange all logistics associated with organizing programs and events, to include occasionally managing the creation/production of publicity products, catering, room and speaker support, audiovisual equipment, transportation if required, and supporting exhibits, artifacts, models, etc.

5.2.5 The Contractor shall attend and support events as needed to ensure they run smoothly, comfortably, and with a minimum of logistical problems. This shall involve travel and making arrangements for events over 50 miles away from MSFC.

5.2.6 The Contractor shall evaluate the current systems for providing support and continually seek and recommend ways to improve the process, saving costs and time.

5.2.7 The Contractor shall provide advice on web site content improvements; and recommend, initiate and (when appropriate) oversee the content of brochures, posters and other products that support EOD events through a variety of channels.

### 5.3 Organizational Development Program

5.3.1 The Contractor shall provide a full range of organizational development support to include working with teams, conflict resolution, and changes in group norms, values and culture. The Contractor shall propose intervention designs, plans for organization change, and implementation change strategies that may involve problem solving and collaborative diagnosis.

5.3.2 The Contractor shall provide measures of increased organizational effectiveness and health through measures of such things as; processes changes, and changes in beliefs, attitudes, or values to better adapt to changes and the rate of change. Measures shall also include evidence of enhanced intra and inter unit relationships

5.4 Procurement of Conference, Training and Organizational Development Services (*This PWS was formerly 5.5 and as such the number of conferences and organizational development procurements was reduced by 50% effective 3/1/05 in Option Years 3&4.*)

5.4.1 The Contractor shall procure conference, training and organizational development services in support of the employee and organizational development program. The Contractor shall procure for training and organizational development services the use of instructors, organizational development specialists, training space, materials, equipment, catering services, and other support services/equipment as required. The Contractor shall place all conferences and training orders within 3 days of receipt.

5.4.2 The Contractor shall enter trainee, course/conference, and cost data into the training administrative system and update with actual figures as they become available.

5.4.3 The Contractor shall establish and maintain a management information system to provide a shared database of metrics for all LOD functions, the quarterly training services reports, and other reports as required.

5.4.4 The Contractor shall develop appropriate purchasing/processes procedures for conducting this effort.

## 5.5 Marshall Institute Operations

5.5.1 The Contractor shall administer and coordinate the operation of Marshall Institute training facilities consisting of traditional classrooms (including A/V), computer classrooms, equipment, storage areas (including course materials and classroom supplies), and the Self Study Learning Center (SSLC).

5.5.2 The Contractor shall communicate Marshall Institute activities through appropriate channels to include publishing daily, weekly, and monthly classroom schedules both electronically and in hard copy.

5.5.3 The Contractor shall develop and administer an learning material needs and evaluation of all SSLC courseware.

5.5.4 The Contractor shall assist LOD staff in developing monthly programming themes and selections, and deliver appropriate videotapes to the TV Studio for broadcast over the Marshall Continuous Learning Channel (MCLC)-13.

5.5.5 The Contractor shall assist LOD staff in arranging for satellite downlinks through the Federal Training Network and other vendors for broadcast over MCLC-14.

5.5.6 The Contractor shall provide reminder notices to participants prior to scheduled training.

5.5.7 The Contractor shall develop and maintain metrics relevant to the SSLC, the MCLC 13, 14, and classroom usage.

#### 5.6 Conference Coordination

5.6.1 The Contractor shall provide coordination to organize NASA sponsored conferences /symposia sponsored by the Center, both on-Center and away.

5.6.2 The Contractor shall provide support for multiple conferences/symposia occurring at the same time at various locations. Conferences/symposia may be onsite, in the local commuting area and/or at a distant location requiring overnight stay. The contractor shall maintain contacts, technical experts, purchasing sources, and other resources to respond rapidly to last minute or quick turnaround requirements if necessary.



5.6.3 The Contractor shall determine all logistical/support requirements for conferences/symposia. The contractor shall consolidate the conference/symposia requirements and submit them to the organization's technical monitor for approval.

5.6.4 The Contractor shall arrange all logistics associated with organizing conferences/symposia, to include catering, rooms, speaker support and audiovisual equipment.

5.6.5. The Contractor shall arrange all logistics and coordination associated with collecting and disbursing of registration fees from non-government personnel attending the conference/symposia; and coordinate paying any speaker's fees. Any fees collected from non-government personnel by the Contractor shall be reflected as a credit on the next voucher for payment submitted by the Contractor pursuant to clause G.1 of the contract. Any uncollected fees or conference cost with outstanding balances shall be reimbursed by the Government.

5.6.6 The Contractor shall attend and support conferences/symposia as needed to ensure they run smoothly, comfortably, and with a minimum of logistical problems. This will involve travel and making arrangement for conferences over 50 miles away from MSFC.

5.6.7 The Contractor shall evaluate the current systems for providing support and continually seek and recommend ways to improve the process, saving costs and time.

5.6.7 The Contractor shall develop meaningful and practical metrics and measure the level of cost saving from current baseline. Create, maintain, and distribute products that convey these metrics to customers and management. The contractor shall show all cost associated with the above in a separate line category within their corporate 533 report each month.

**6.0 "RESERVED"**

**7.0 INTERNAL RELATIONS AND COMMUNICATIONS SERVICES---  
INCORPORATED INTO PWS 10 AND PWS12**

## **8.0 GOVERNMENT and COMMUNITY RELATIONS OFFICE SUPPORT**

The Contractor shall provide support for Government and Community Relations through the MSFC speaker's bureau and Centerwide special events. The contractor shall be responsible for designing and implementing outreach strategies aimed at educating and informing Members of Congress and staff MSFC related programs

8.1 Speakers Bureau/Community Outreach (*Formerly PWS 8.2 with the original 8.1 moving to PWS 10.5*)

8.1.1 The Contractor shall be responsible for conducting the Center's Annual Von Braun Forum. This includes coordinating support from organizations around Marshall and the Agency.

8.1.2 The Contractor shall support the Center's Speakers Bureau Program. Research, monitor and analyze regional outreach objectives. Identify those with the greatest potential as speaking engagements and recommend the most appropriate speaker, topic, message and products for the event. Identify speech points of contacts, event background information, past participation, and audience demographics. Advance speaker trips by coordinating the topics, talent, products, presentation support, event-unique special events or requirements, products, media awareness, transportation, host responsibilities and other logistical details. Evaluate speakers and provide feedback to the Government and Community Relations Office.

8.1.3 The Contractor shall identify, research, and oversee the development of a variety of written and audiovisual public affairs products to support an integrated, regional outreach program to community leaders, news media, community service organizations, businesses, and local and regional governments.

8.1.4 The Contractor shall support public events and receptions at which Marshall hosts representatives from the community, such as the annual Chamber of Commerce breakfast and biennial Open House.

8.1.5 The Contractor shall provide data to maintain the Speakers Bureau web page.

## 8.2 Administrative Services

8.2.1 The Contractor shall manage, for the Center Director, a schedule of appearances and speeches of senior management; receive, evaluate and coordinate requests; make recommendations regarding conflicts in requirements; and identify requirements for speechwriting, exhibits, audiovisual, and other support.

## 8.3 Outreach Support

8.3.1 The Contractor shall be responsible for a broad range outreach initiative that highlight and advance Marshall's roles and missions. This support shall include working closely within Government and Community Relations Department in designing and implementing outreach strategies aimed at educating and informing members of Congress and staff on MSFC related programs. This support shall include building relationships with Aerospace associations and industry organizations; working directly with members of Congress, congressional staff and other Government officials to create forums for advancing MSFC objectives.

## 8.4 "Reserved"

## 8.5 Strategic Planning

8.5.1 The Contractor shall provide assistance to MSFC Directorates and Staff Offices on strategic planning and implementation. The Contractor shall lead efforts in educating Center management on the strategic management process(es) and facilitate the development of products.

8.5.2 The Contractor shall develop meaningful and practical metrics for MSFC, and measure the level of cost savings from current baseline(s). The Contractor shall create, maintain and distribute products that convey these metrics to customers and management.

8.5.3 The Contractor shall provide assistance in the generation, maintenance, and coordination of the "MSFC Strategic Implementation Plan", "MSFC Annual Reports", "POP Performance Indicators", "NASA Annual Performance Report", and "Government Performance and Results Act (GPRA) reports."

8.5.4 The Contractor shall lead all aspects of the strategic planning process as defined in MPG 1130.1, "MSFC Implementation Planning Process" and MPG 1130.2, "MSFC Annual Report Process." Moved from 7.2

#### 8.6 Roundtable Support

8.6.1 The Contractor shall schedule, organize, and facilitate Center Roundtable meetings in (but not limited to) the Space Transportation, Science, and Engineering Directorates, the Shuttle Project Office, and Flight Projects Office.

8.6.2 The Contractor shall facilitate the Roundtable Coordination Team to identify best practices, and coordinate the various roundtables.

8.6.3 The Contractor shall maintain meeting minutes and action lists. The Contractor shall be involved in the tracking and assisting in the closure of actions.

### 9.0 ACADEMIC AFFAIRS

The Contractor shall provide support in the following areas:

#### 9.1 Elementary and Secondary Education Programs (332-13)

The Contractor shall support Elementary and Secondary Programs that engage students, educators, families, and institutions to achieve established goals. The Contractors shall provide educators with tools, experiences, and opportunities to further their education and participate in unique NASA learning experiences to enhance their knowledge of Science, Technology, Engineering, and Math (STEM). The Contractor shall support the role of educational institutions, which provide the framework to unite students, families, and educators for educational improvement.

## 9.2 Higher Education Programs (332-14)

The Contractor shall provide support to institutions of higher education to strengthen their research capabilities and provide opportunities that attract and prepare increasing numbers of students for NASA-related careers.

### 9.2.1 Minority University Research and Education Programs (MUREP) (334-10 and 334-20)

The Contractor shall provide support to enhance the research capabilities of Minority Serving Institutions (MSIs) and increase the numbers and diversity of students, teachers, faculty and researchers from underrepresented and underserved communities in NASA-related STEM fields. The Contractor shall provide support for overall program design, solicitation, award selection, and program performance and monitoring.

## 9.3 e-Technology (332-16 and 332-14)

The Contractor shall provide support to increase student, teacher, and public access to NASA education resources via the establishment of e-Education as a principal learning support system. The Contractor shall provide support to developing common procedures and practices that capture the essence of NASA and are relevant to NASA constituencies. The Contractor shall utilize technology tools and products to support partnering with Mission Directorates and cross-cutting organizations and program offices to create rich, effective learning experiences and connections for a range of audiences. The Contractor shall maintain the NASA policy of ensuring information resources are acquired and managed in a manner that implements the policies, procedures and priorities of the Agency and the federal government.

## **10.0 PUBLIC AND EMPLOYEES COMMUNICATIONS**

This effort includes local, regional, and national news media and exhibit outreach activities. Support shall be provided in researching, writing and coordinating news releases and media advisories; arranging and conducting interactive television

interviews, and producing news clip packages. Additionally, the contractor shall maintain the web site and sub-sites; plan and coordinate exhibit events, and manage the design, fabrication and operation of Marshall exhibits.

#### 10.1 Web Support

10.1.1 For each workday of the year, the Contractor shall keep the News Room and MSFC web site content, layout and presentation current, consistent, and fresh. This includes several program media and exhibit sub-sites.

10.1.2 The Contractor shall routinely review all News Room links on, to, or from the current MSFC home page for appropriateness and currency.

10.1.3 The Contractor shall identify and implement ideas to engage the media in MSFC space activities through links to live mission and educational activities, electronic inquiries, and other opportunities that help communicate Marshall messages and objectives.

10.1.4 When deemed appropriate by the Media Relations customer, the Contractor shall post Marshall News Room headline(s) to the Inside Marshall Internet site.

10.1.5 The Contractor shall ensure all Media Relations publications are available to the media in HTML, PDF, and/or PostScript versions; ensure that the PostScript versions of all media publications can be downloaded at other NASA Centers and printed in their entirety.

10.1.6 The Contractor shall meet with other Marshall web site personnel, including the MSFC systems curator responsible for MSFC Home Page server, to ensure inter-connectivity and consistency between the News Room site and other MSFC home pages and web sites.

10.1.7 The Contractor shall work with NASA Headquarters and other NASA center media page curators to ensure they know about MSFC's media web site, and ensure that MSFC links from their home pages are accurate, appropriate, and adequately highlighted.

10.1.8 The Contractor shall research and monitor web issues for changes in technologies and procedures;

recommend design, hardware, software, and other improvements to the Media Relations customer.

## 10.2 Model, Design, and Exhibit Support

10.2.1 The Contractor shall operate, repair, and maintain exhibits for Institutional and Program customers. Exhibits are both interior and exterior types, ranging from small models to large theme exhibits. Interior exhibits include a large quantity of models and displays of varying sizes and complexity, specialized audio-visual equipment, and an actual lunar rock, which requires special handling. Exterior models include small and large-scale models, and mobile exhibits that require special transportation arrangements. All activity shall be conducted in accordance with MPG 1380.2, "Center Public Exhibits Guidance and Process."

10.2.2 The Contractor shall maintain an in-house design and maintenance capability for timely, minor updates and changes to existing exhibits, displays, layout for media and public exhibit information materials.

10.2.3 The Contractor shall prepare and coordinate new exhibit and display designs with a total value under \$25,000 considering such things as aesthetics, costs, industry standards, efficient and cost-effective operations, audiences, and Agency themes and messages.

10.2.4 The Contractor shall incorporate visual, audio, and hands-on materials and effects (i.e., space hardware, scale models, computer programs, live demonstrations, hands-on displays, photographs, illustrations, transparencies, slides, models, typography, dioramas, video productions, animation, creative lighting, sound effects, music, narration, etc.) into new and/or existing exhibits. These come from various sources including the MSFC/Center Operations Directorate.

10.2.5 The Contractor shall recommend exhibit brochures and other giveaway material (such as pins, buttons, posters or lithographs); occasionally write and update text and graphics, etc., for exhibits.

10.2.6 The Contractor shall coordinate all content for exhibit publications through the appropriate media or subject specialist.

10.2.7 The Contractor shall ensure exhibits are designed to maximize efficient maintenance, shipping, setup, teardown, and storage.

10.2.8 The Contractor shall produce or purchase limited graphics, special Center mementos for official Center presentations, or mounted, matted, and/or framed photographs.

10.2.9 The Contractor shall inform the Marshall exhibits coordinator when exhibit updates and changes are needed and recommend when decommissioning is required.

10.2.10 The Contractor shall maintain in good repair the graphics, models and hardware assigned to the contract on display in the "Heritage Gallery," building 4200 Lobby, and the U.S. Space and Rocket Center.

10.2.11 The Contractor shall be responsible for simultaneously operating on-site and traveling exhibit programs for MSFC customers. Research and recommend appropriate opportunities; coordinate and prepare exhibits for shipping; assemble and disassemble exhibit items locally, nationally, and occasionally internationally; minor at-site repair of exhibit hardware; coordinate staffing; organize and implement special activities that support exhibits (for example, talk show appearances, media interviews and editorial boards, school visits, special tours, demonstrations, lectures, docent training, etc.); plan, prepare and distribute publicity products to support follow-up activities after exhibit events.

10.2.12 The Contractor shall plan and operate simultaneously at least four major and three minor traveling exhibit programs. Requirements include:

10.2.12.1 Provide complete event cost estimates (travel, per diem, drayage, booth space, etc.), audience evaluations, attendance estimates and proposals of special events to COTR prior to any exhibit commitment.



10.2.12.2 Arrange for booth space, electricity, carpet and other logistical details associated with exhibiting hardware, including pre-payments when necessary.

10.2.12.3 Prepare correspondence to transmit approvals/disapprovals, loan agreements, shipping documents and other information to sponsors and requesters of NASA exhibits.

10.2.12.4 Develop and maintain exhibit files.

10.2.12.5 For major events, provide after-action reports, including newspaper clips and other media coverage.

10.2.12.6 Research, compile, propose, coordinate, and update exhibit schedules for the current and following year.

10.2.12.7 Provide demonstrator/educator(s) to plan and staff exhibits, interact with the public, be responsible for the exhibit, and otherwise serve as a NASA representative at an event. Demonstrator/educator(s) shall be required to present lectures and demonstrations to general and technical publics and schools both at the exhibit and at other locations. They shall prepare and execute lesson plans and take graduate-level science and technical information and appropriately present it at levels that can be readily understood by people of different ages, backgrounds, and education levels.

10.2.12.8 Transport exhibits locally and regionally when transportation is incidental to the operations and staffing of the exhibit

10.2.12.9 The Contractor shall establish, implement, and maintain an inventory control system to track and control all Government furnished, contractor acquired property. The contractor shall comply with the Government property clauses specified elsewhere in the contract. The Contractor shall submit a Government Property Management Plan in accordance with DRD 922LS-001, "Government Property Management Plan."

10.3 Media Support (*Institutional Activities, including the National Radio Interview Program, were reduced effective 3/1/05 in option years 3&4*)

10.3.1 Using news and feature writing skills, public affairs judgment, knowledge of journalistic and photo-journalistic style, news media requirements, public affairs policies, and mission and program requirements, the contractor shall research, monitor, and analyze Marshall Center programs, projects, and institutional activities; identify those with the greatest potential for media appeal; and recommend, develop, produce, and distribute the most appropriate media product or suite of products for treating those topics.

10.3.2 The Contractor shall plan, recommend, research, schedule, assign, and/or supervise the preparation of art and photos; coordinate, write, update, edit and proofread text; prepare media products for printing or electronic posting; and provide other non-technical writing tasks as needed.

10.3.3 The Contractor shall plan, develop, and oversee the creation of photo releases, video files, graphics and other illustrations as necessary to accompany media products.

10.3.4 The Contractor shall research and develop resource material; participate in necessary training; and during Marshall-managed missions, write, coordinate, and issue written and audio status reports for the news media and mission management on research activities, progress, and accomplishments.

10.3.5 The Contractor shall provide clear and articulate payload mission commentary using knowledge of public affairs policies and sound public affairs judgment, an understanding of broadcast journalism, as well as radio and television news programming techniques, requirements, and deadlines.

10.3.6 The Contractor shall develop and maintain current media product distribution lists and other media-support products; establish and maintain working relationships with national, regional, local, and

specialized media; and actively market media products to these outlets.

10.3.7 The Contractor shall maintain the media electronic archives of media material and products.

10.3.8 The Contractor shall research, develop, and implement strategies for using emerging technologies, including Internet, to more efficiently and rapidly deliver media products in a manner compatible with the media's needs, requirements, and capabilities to increase coverage of MSFC programs and activities.

10.3.9 The Contractor shall identify discussion topics, b-roll, and individuals for live interviews on space-related topics to be conducted via satellite with television news stations and networks nationally and work with television staff to implement.

10.3.10 For every work day of the year, the Contractor shall gather Marshall Center related news clips from newspapers, magazines, clip services, internet, and other sources and combine them along with other media data (such as TV interviews, news releases issued, etc.) into daily packages provided to senior Marshall managers and other personnel.

10.3.11 On a quarterly basis, the Contractor shall research, compile, create and distribute special media relations and exhibits metrics reports.

#### 10.4 Communications Services

The Contractor shall provide support in developing the "Marshall Star" and the "Daily Planet," weekly and daily publications respectively.

10.4.1 For each workweek of the year, except the 2 weeks of Christmas and New Year's, the Contractor shall produce a final layout product ready for print of the Center's "Marshall Star," an in-house newsletter to employees. This shall include all publication requirements including formatting for posting on the MSFC World Wide Web Home Page in HTML format.

10.4.2 The Contractor shall develop stories for weekly publication in the "Marshall Star" and on web sites that reflect an internal flavor (personal interest, accomplishments, local and community events).

10.5 Information Support/Public Inquiries (*This PWS was formerly PWS 8.1 Public Inquiries but currently resides in A modified version under 10.5 with limited hours of operation for staffing public inquiries.*)

10.5.1 The Contractor shall provide professional, easily understood responses to complex and general public inquiries requests on all NASA programs, and current MSFC programs in particular. Prioritizing responses, and providing stock answers when available or referring calls to appropriate experts as necessary and prudent. These requests shall include written, electronic, walk-in, and telephone requests.

10.5.2 The Contractor shall operate and manage the inventory control of publications utilized for responding to inquiries. Maintaining a data base inventory that shows distribution of all publications, keeping track of requester and quantity received.

10.5.3 The Contractor shall create publications used in the public inquiries program.

10.5.4 The Contractor shall prepare written correspondence for official signature, addressed to elected officials, community leaders, and Government and civic officials.

10.5.5 The Contractor shall maintain a log of all requests (telephone, walk-in, mail, and e-mail categories) including the number of requests, quantity, and type of material provided.

10.5.6 The Contractor shall provide bulk quantities of publications from on-hand inventories as requested. As approved by the Publication Technical Monitor, collate publications into VIP and visitor folders for special events.

10.5.7 The Contractor shall draft internal messages and coordinate for approval. Messages include, but are not limited to, Activity Notices, Center Announcements and Activities, special Events, etc.

10.5.8 The Contractor shall develop, maintain, and update a database of stock responses to the most frequently asked questions (FAQ). Post and keep current this information in a FAQ file on the MSFC Home Page.

10.5.9 The Contractor shall warehouse, stock, and deliver to distribution sites a consolidated inventory of publications for Marshall's government, community, education, protocol, media, exhibits, employee relations, and technology transfer functions.

10.5.10 The Contractor shall store and manage for current and future reference in the appropriate medium (hard copy or electronic), reference documents and publications such as fact sheets, news references, press kits for each Shuttle mission, penny folders, information summaries, educational publications, brochures, mission summaries, standardized responses to inquiries, and audiovisual resources such as still photos.

#### **11.0 INDEFINITE DELIVERY/INDEFINITE QUANTITY (IDIQ)**

These tasks shall be as required to execute new exhibits, new models, new design projects, and major new initiatives of the Office of Human Capital and Office of Strategic Communications. Each IDIQ task will be funded separately and the Contractor shall estimate costs and track and report progress on an individual task order basis. The number of IDIQ tasks will vary year-to-year. Task Orders shall be issued for all work with an estimated value of \$25,000 or greater in PWS 11.0. Task Orders will be submitted by the COTR and approved by the Contracting Officer. An overview of the IDIQ task order process is provided at J-9.

#### **12.0 PLANNING & INTEGRATION OFFICE**

12.1 The Contractor shall provide the Center Director, Deputy Center Director, and other Associate Directors with articulate, inspiring, and accurate speeches and speech materials that are consistent with NASA and

Marshall messages and strategic objectives. The Contractor shall coordinate speechwriting actions so that one or more speeches can be in production simultaneously. The contractor shall provide speech assistance to other Senior MSFC Staff as schedule allows and the IC manager approves.

12.1.2 The Contractor shall coach the Center Director, Deputy Center Director, and Associate Directors in proper and effective speaking, diction, and non-verbal cues.

12.1.3 The Contractor shall critique speeches from the Center Director, Deputy Center Director, and Associate Directors providing timely written and verbal feedback.

12.1.4 The Contractor shall support event planning that involves the Center Director, Deputy Center Director, and Associate Directors.

12.1.5 The Contractor shall develop and maintain electronic speech inserts and subject modules that can be easily incorporated into speeches written or presented by other Marshall managers. The Contractor shall provide electronic files of inserts suitable for printing and distributing to MSFC managers and employees.

12.1.6 The Contractor shall coordinate within Office of Strategic Communication, the Center's graphics departments, Marshall Programs and Projects, and other sources for appropriate, accurate, and consistent audiovisual materials for speeches and testimony.

12.1.7 The Contractor shall ensure NASA's strategic messages are integrated into all speech products. The Contractor shall ensure all messages are consistent with NASA's values.

12.1.8 The Contractor shall coordinate closely within Marshall to integrate into speeches the tactical and strategic technology and science milestones of MSFC Organizations.

12.1.9 The Contractor shall integrate messages about the Center institutional, community, and employee issues.

### **13.0 STRATEGIC PERFORMANCE MANAGEMENT & INCENTIVES (SPMI)**

The Contractor shall provide support services, as required, to assist NASA and MSFC in Strategic Performance Management and Incentives.

12.1 The Contractor shall assist with the Incentives Program, which includes NASA and external awards and incentives.

13.1.2 The Contractor shall purchase supplies and materials for the Incentives Program and other SPM&I programs.

13.1.3 The Contractor shall assemble incentives/awards packages and certificates/frames.

13.1.4 The Contractor shall assist with planning and implementation of Center and organizational awards ceremonies.

13.1.5 The Contractor shall assist with process improvements for the SPM&I Office and the Office of Human Capital.

13.1.6 The Contractor shall conduct research on SPM&I related topics.

13.1.7 The Contractor shall generate flowcharts, presentations, trending charts, and other SPM&I documents.

ATTACHMENT J-3

Human Capital Office and Strategic Communications Office  
Support Services

WORK BREAKDOWN STRUCTURE

- 1.0 Mission
- 2.0 Program Management
  - 2.1 Contract Administration
  - 2.2 Financial Management
  - 2.3 Safety, Health, and Environmental
  - 2.4 Information Technology Security
- 3.0 Business Management Support
  - 3.1 Human Capital Office Support
- 4.0 Employee Services & Operations
  - 4.1 Employee Assistance Program
- 5.0 Learning & Development Services
  - 5.1 Technical Training Coordination
  - 5.2 Training Events Logistics
  - 5.3 Organizational Development Program
  - 5.4 Procurement of Conference, Training and Organizational Development Services
  - 5.5 Marshall Institute Operations
  - 5.6 Conference Coordination
- 6.0 "Reserved"
- 7.0 Internal Relations and Communications Services/INCORPORATED INTO WBS 12 and WBS 10
- 8.0 Government and Community Relations Support
  - 8.1 Public Inquiries
  - 8.2 Speakers Bureau/Community Outreach
  - 8.3 Administrative Services
  - 8.4 Reserved
  - 8.5 Center Events Coordination
  - 8.6 Strategic Planning
  - 8.7 Roundtable Planning
- 9.0 Academic Affairs
  - 9.1 Elementary and Secondary Education Programs
  - 9.2 Higher Education Programs
  - 9.3 E-Technology



- 10.0 Public and Employee Communications
  - 10.1 Web Support
  - 10.2 Model, Design, and Exhibit Support
  - 10.3 Media Support
  - 10.4 Communications Services
- 11.0 Indefinite Delivery/Indefinite Quantity (IDIQ)
- 12.0 Planning & Integration Office
- 13.0 Strategic Performance Management & Incentives (SPMI)

## ATTACHMENT J-4

### SURVEILLANCE AND COST-PLUS-INCENTIVE-FEE PLAN

The Contractor's performance for Office of Human Capital and Office of Strategic Communication Support Services at MSFC, as outlined in attachment J-5, Performance Requirements Summary (PRS), and explained in attachment J-1, Performance Work Statement (PWS), shall be evaluated using this Surveillance and Cost-Plus-Incentive-Fee Plan. The evaluation criteria and incentive fee structure are outlined below.

#### 1. Evaluation Criteria

This contract is performance based and utilizes various methods to calculate fee based upon the defined acceptable quality levels for the performance of this contract. The Contractor's Quarterly Progress Reports (DRD 922MA-002) and the PRS will be used to assess Contractor performance and to determine fee. Problems with services will be identified through periodic inspections, customer questionnaires, and Contractor self-identification.

Fee for performance of a listed service, specified in column two of the PRS, is accepted and paid at the fee percentage indicated in column five of the PRS when the Acceptable Quality Level (AQL) meets or exceeds that indicated in column three. The Contractor shall submit Quarterly Progress Reports (DRD 922MA-002), along with rationale explaining any PRS area where performance deficiencies were noted. In the event that an AQL is violated during a 6-month evaluation period, the Contractor shall submit a written corrective action plan to ensure these deficiencies do not occur in the future. The CO, with the support of the COTR, will review the Quarterly Progress Reports, along with other evaluation criteria stated herein, and determine if there were any actions by the Government, or any other mitigating circumstances, that should be considered in the fee score evaluation.

Incentive Fee shall be weighted and distributed as shown in the charts below, "Incentive Fee Weighting Chart." Due to dynamic Center commitments and changing priorities, the Government may unilaterally revise the Incentive Fee Weighting Chart and the associated PRS, before the start of a new 6-month evaluation period.

**Incentive Fee Weighting Chart**  
Mission Schedule

Contract Requirement	Base Year	Option Year 1	Option Year 2	Option Year 3	Option Year 4
Quality Management	11%	11%	11%	10%	10%
Cost	20%	20%	20%	20%	20%
Customer Satisfaction	30%	30%	30%	30%	30%
2.0 Program Management	15%	15%	15%	15%	15%
3.0 Business Management Support	3%	3%	3%	1%	1%
4.0 Employee Services & Operations (Human Resources) Support	N/A%	N/A%	N/A%	1%	1%
5.0 Learning & Organizational Development Services	6%	6%	6%	6%	6%
6.0 Technology Transfer Support (DELETED)	N/A%	N/A%	N/A%	N/A	N/A
7.0 Internal Relations and Communications Services (Incorporated into WBS 12 and WBS 10)	3%	3%	3%	n/a	n/a
8.0 Government & Community Relations Support	3%	3%	3%	4%	4%
9.0 Academic Affairs Programs Support	3%	3%	3%	4%	4%
10.0 Public and Employees Communications Services	6%	6%	6%	7%	7%
12. Planning & Integration Office	n/a	n/a	n/a	1%	1%
13. Strategic Performance Management & Incentives	n/a	n/a	n/a	1%	1%
	100%	100%	100%	100%	100%

For WBS Element 11.0 IDIQ, Incentive fee shall be applied based on the following chart. Incentive fee will be applied to each individual task under the IDIQ schedule.

**Incentive Fee Weighting Chart**  
*IDIQ Schedule*

Element	Base Year	Option Year 1	Option Year 2	Option Year 3	Option Year 4
Customer Satisfaction	40%	40%	40%	40%	40%
Cost	30%	30%	30%	30%	30%
Schedule	30%	30%	30%	30%	30%

2. Performance Measurement

The Contractor shall perform self-evaluation and report findings on the Quarterly Progress Report (DRD 922MA-002). The reported items shall include the standard of performance tasks outlined in attachment J-5, PRS. Not all efforts under this contract are included in the PRS; however, lack of inclusion in the PRS in no way relieves the Contractor of the obligation to perform all delineated tasks as defined in the PWS. The Progress Report data will be reviewed and validated by COTR appointed technical monitors. The technical monitors will be responsible for reporting any discrepancies to the COTR. The Government will conduct random audits of the Progress Report to validate the accuracy of data submitted by the Contractor. Other surveillance techniques may be employed if considered necessary by the Government.

2.1 Quality Management. The Contractor shall maintain compliance with MSFC ISO Certification and Internal Quality Processes. The MSFC quality processes shall be used to measure compliance. The Contractor shall not have valid QSDN's, negative internal or external audit findings, or NCR's/RCAR's written against its performance. If the Contractor has more than two negative QSDN's, or more than six internal/external audit findings, or one or more NCR's/RCAR's written against it, then 25 percent of the fee pool allocated to Quality Management shall be deducted for each occurrence in excess of the AQL, not to exceed the total 11 percent of the fee allocated to this element. The Contractor will not be held responsible for a negative QSDN, a negative internal or external audit finding, or an NCR/RCAR if they are the result of activities outside the control of the Contractor. The Contractor shall perform an assessment and notify the COTR, in writing, of its recommendation within 2 weeks of initiation of the documentation.

2.2 Cost. The Contractor shall control cost consistent with the negotiated cost. The efficiency of the Contractor's Cost Control shall account for 20 percent of

the total available fee. The Cost Control Fee shall be determined using the following formulas;

For Cost Rating (C)  $\leq 0.98$ , Fee Score 100%

For Cost Rating (C)  $\geq 1.08$ , Fee Score 0%

For Cost Rating (C) between 0.98 and 1.0,

$$\text{Fee(\%)} = [345 - (250)C]20\%$$

For Cost Rating (C) between 1.0 and 1.08,

$$\text{Fee(\%)} = [1282.5 - (1187.5)C]20\%$$

Where,

C= Actual Cost Divided by Negotiated Cost at  
Contract Completion

2.3 Customer Satisfaction. As a measure of the quality of the services provided for the Mission Schedule, the Contractor shall, on a quarterly basis, distribute a customer satisfaction questionnaire to the COTR appointed technical monitors. Each technical monitor will provide performance evaluation input and forward the results to the COTR. This information, along with other evaluation criteria mentioned in attachment J-4, paragraph 1, Evaluation Criteria, will be used to assess Contractor performance and determine fee for each 6-month evaluation period. Thirty (30) percent of the total available fee shall be based upon customer satisfaction score. Customer satisfaction rating will be applied consistent with the adjective rating below.

ADJECTIVE RATING	DEFINITIONS	NUMERICAL RATING
Excellent	Exceptional performance. No significant problems encountered.	100 points
Very Good +	Performance which demonstrates overall competence and fulfillment of contract requirement. Quality of overall performance outbalances any problem encountered.	95 points
Very Good		90 points
Very Good -		85 points
Good +	Performance which shows reasonable fulfillment of contract requirement. As a whole, overall performance quality is not adversely affected by problems encountered.	80 points
Good		75 points
Good -		70 points
Fair +	Performance deficient in accomplishing contract requirement. Problems outweigh areas of quality performance.	65 points
Fair		55 points
Fair -		45 points
Poor +	Performance without substantive merit.	35 points
Poor		25 points
Poor -		0 points

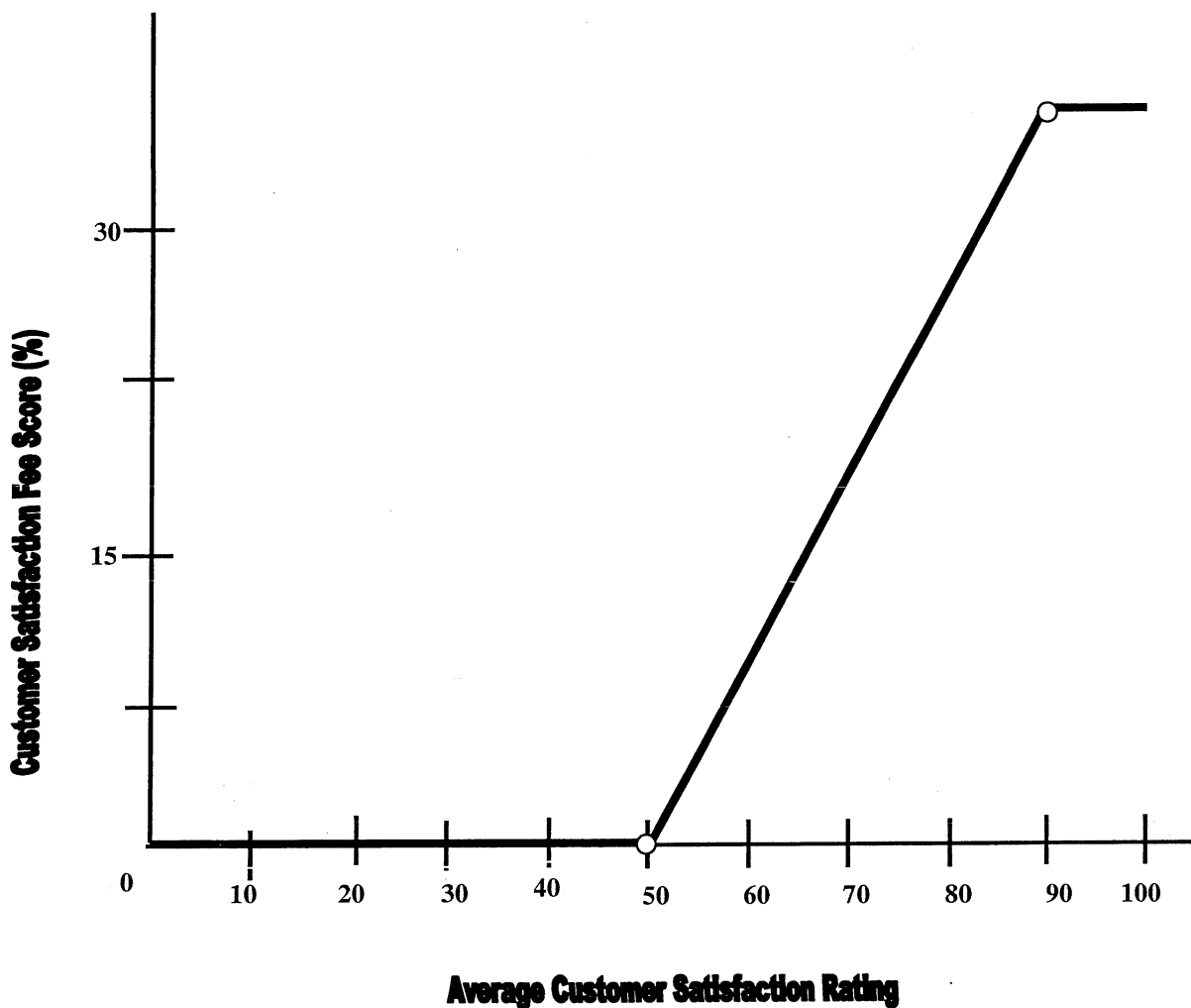
The adjective rating will be converted to points and averaged. Scores will result in customer satisfaction fee as follows in the formulas and graphs below:

For Average Numerical Rating  $\geq 90$  Pts, Fee Score 30%

For Average Numerical Rating  $< 50$  Pts, Fee Score 0%

Otherwise,

Fee Score (%) = Avg. Numerical Rating X 0.75 - 37.5



2.4.1 Program Management (WBS 2.0). The efficiency of the Contractor's Program Management shall account for 15 percent of the total available fee. This 15 percent is performance fee and will be split into two categories.

2.4.1.1 Staffing. Ten (10) percent of the performance fee (or 66.6 percent of the total available fee for PRS 2.4.1) shall depend upon timely staffing of new requirements and vacated positions with skilled and appropriate personnel. Positions shall be staffed with appropriate personnel within 3 weeks of the effective date of new positions or within 4 weeks of vacated positions. The Contractor shall comply with these AQL's 100 percent of the time. For each 5 percentage points, or part thereof, below the AQL the 10 percent of fee available will be reduced by 50 percent.

Milestones Missed	Fee
0	100%
1	0%
Percentage of Positions Staffed	Fee
100%	100%
95% - 99.9%	50%
< 95%	0%

2.4.1.2 Property Management. Five (5) percent of the performance fee (or 33.3 percent of the total available for PRS 2.4.1) shall depend upon the Contractor's efficiency of managing the Government Furnished Property under the Contractor's control. Any property discrepancies must be addressed by a corrective action plan within 2 weeks of identification. For each occurrence the incentive fee shall be reduced by 50 percent of the available fee within Property Management.

Property Discrepancies	Fee
0	100%
1	50%
2	0%

2.4.2 Business Management Support (WBS 3.0). The efficiency of the Contractor's Business Management Support shall be performance based and account for 1 percent of the total available fee. The 1 percent shall be based on compliance with the Metrics and AQL's, and Milestones listed below.

2.4.2.1 Office and/or Program/Project Milestones. One percent of the performance fee shall depend upon the Contractor identifying and meeting key milestones in the Business Management Support area. Prior to each quarterly reporting period, the Contractor shall identify key milestones along with corresponding due dates and submit to the COTR for approval/concurrence. Failure to submit key milestone due dates to the COTR for prior approval/concurrence (or failure to meet key milestones due dates) shall result in a loss of 100 percent of the performance fee for PRS 2.4.2.1.



2.4.3 Employee Services and Operations Support (WBS 4.0). The efficiency of the Contractor's Employee Services and Operations support shall be performance based and

Reports Missed	Fee
0	100%
1	0%

account for 1 percent of the total available fee. The 1 percent shall be based on compliance with the Metrics and AQLs listed below.

2.4.4 Learning and Organizational Development Support (WBS 5.0). The efficiency of the Contractor's Employee and Organizational Support shall be performance based and account for 6 percent of the total available fee. The 6 percent shall be based on compliance with the Metrics and AQL's listed below.

2.4.4.1 Maintain High Levels of Course Satisfaction. The MSFC training evaluation processes already in place shall be used to measure compliance. The Contractor shall maintain an average rating of 3.75 (5-point scale) on the overall satisfaction of training and organizational development events. Three (3) percent of the performance fee (or 50 percent of the available fee for PRS 2.4.3) shall be reduced by 50 percent if this rating is not maintained during the reporting period. If this rating falls below an average rating of 3.0 (5-point scale), the 3 percent performance fee shall be reduced by 100 percent.

Average Rating	Fee
3.75 - 5.00	100%
3.00 - 3.74	50%
< 3.00	0%

2.4.4.2 Placement of Training Orders in a Timely Manner. The Contractor shall place 95 percent of all training orders within 3 days of receipt. For each 5 percentage points, or part thereof, below the AQL the 3 percent of the performance fee (or 50 percent of the available fee for PRS 2.4.3) will be reduced by 50 percent.

Percentage of Training Orders Placed	Fee
95% - 100%	100%
90% - 94.9%	50%
< 90%	0%

2.4.5 Government & Community Relations Support (WBS 8.0). The efficiency of the Contractor's Government & Community Relations Support shall be performance based and account for 4 percent of the total available fee. The 4 percent shall be based on compliance with the Metrics and AQL's listed below.

2.4.5.1 Execute Speaker Requests in a Timely Manner. The Contractor shall provide all required speakers 100 percent of the time. If the Contractor fails to meet the AQL, the total of 4 percent performance fee (or 33.3 percent of the available fee for PRS 2.4.5) shall be reduced by 100 percent.

2.4.6 Education Programs Support (WBS 9.0). The efficiency of the Contractor's Education Programs Support shall be performance based and account for 4 percent of the total available fee. The 4 percent shall be based on compliance with the Metrics and AQL's listed below.

Percentage of Speakers Provided	Fee
100%	100%
< 100%	0%

2.4.6.1 Operation of the Educator Resource Center (ERC). The Contractor shall operate the ERC through the specified hours and maintain a minimum of two specialists to assist the ERC customers. If the Contractor fails to meet the AQL, the total of 1.5 percent performance fee (or 50 percent of the available fee for PRS 2.4.6) shall be reduced by 100 percent.

ERC Staffing Discrepancies	Fee
0	100%
1	0%

2.4.7.2 Responses to Request for Educational Information. The Contractor shall respond to requests for educational information within 3 days of the request, on average, 95 percent of the time. For each 5 percentage points, or part thereof, below the AQL the 1.5 percent performance fee (or 50 percent of the available fee for PRS 2.4.6) will be reduced by 50 percent.

Percentage of Requests Met	Fee
95% - 100%	100%
90% - 94.9%	50%
< 90%	0%

2.4.6.3 Recruit and Place Students for Summer Minority Intern Program. One percent of the performance fee shall depend upon the Contractor's efficiency in recruiting and placing 50 minority students in the MSFC Summer Minority Intern Program. If the Contractor fails to place the required number of students, this will result in the loss of 100 percent of the performance fee available for PRS 2.4.6.3.

Students Placed	Fee
50	100%
0 - 49	0%

2.4.7 Media Relations Services (WBS 10.0). The efficiency of the Contractor's Media Relations Services shall be performance based and account for 6 percent of the total available fee. The 7 percent shall be based on compliance with the Metrics and AQL's listed below.

2.4.7.1 MSFC News Room Center Web Site Support. The Contractor shall post News Room products to the web site as required. The products posted shall be correct and in the proper format a minimum of 99 percent of the time. For each 1 percentage point, or part thereof, below the AQL the 2 percent performance fee (or 33.3 percent of the available fee for PRS 2.4.7), within this area, will be reduced by 50 percent.

Percentage of Web Postings	Fee
99% - 100%	100%
98% - 98.9%	50%
< 98%	0%

2.4.7.2 MSFC Model, Design, and Exhibit Support. The Contractor shall provide model, design, and exhibit support as required in the PWS. This support shall be provided on time a minimum of 100 percent of the time. For each 2 percentage point, or part thereof, below the AQL the 1 percent performance fee within this area, will be reduced by 50 percent.

Percentage of Models, Designs, Exhibits Provided	Fee
100%	100%
99% - 99.9%	50%
< 99%	0%

2.4.7.3 Media Products. The Contractor shall provide media products as required in the PWS. Media products shall be provided to the appropriate location, adhering to "Associated Press" (AP) style, and on time a minimum of 100 percent of the time. For each 1 percentage point, or part thereof, below the AQL the 1 percent performance fee (or 33.3 percent of available fee for PRS 2.4.7), within this area, will be reduced by 50 percent.

Percentage of Media Products	Fee
100%	100%
99% - 99.9%	50%
< 99%	0%

2.4.7.4 Maintain Deadlines for all Publications. The Contractor shall meet 100 percent of the deadlines for the "Marshall Star" and the "Daily Planet." If the Contractor is responsible for failures to meet any deadlines for these publications, the total of 1 percent performance fee shall be reduced by 100 percent.

Percentage of Deadlines Met	Fee
100%	100%
< 100%	0%

2.4.7.5 Response to Public Inquiries. The Contractor shall respond to requests for data, via public inquiry, within 5 days of the request, on average, 95 percent of the time. For each 5 percentage points, or part thereof, below the AQL the 1 percent performance fee will be reduced by 50 percent.

Percentage of Inquiries Answered	Fee
95% - 100%	100%
90% - 94.9%	50%
< 90%	0%

2.4.9 Planning & Integration Office (WBS 12.0). The efficiency of the Contractor's Planning & Integration Office support shall be performance based and account of 1 percent of the total available fee. The 1 percent shall be based on compliance with the Metrics and AQL's listed below..

2.4.9.1 Delivery of Speeches and Speech Products. The Contractor shall provide all required speeches or speech products 100 percent of the time. If the Contractor fails to meet the AQL, the total of 1 percent performance fee (or 33.3 percent of the available fee for PRS 2.4.4) shall be reduced by 100 percent.

Percentage of Speech Deadlines Met	Fee
100%	100%
< 100%	0%

2.4.10 Strategic Performance Management & Incentives (SPMI). The efficiency of the Contractor's Strategic Performance Management & Incentives support shall be performance based and account of 1 percent of the total available fee. The 1 percent shall be based on compliance with the Metrics and AQL's listed below.

Percentage of Awards actions assigned and Met	Fee
100%	100%
< 100%	0%

2.5 IDIQ Schedule (WBS 11.0). The Contractor's fee on negotiated IDIQ shall be based on the provisions below.

2.5.1 Customer Satisfaction. As a measure of the quality of services provided for the IDIQ Schedule, the Contractor shall, at task completion, distribute a customer satisfaction questionnaire to the COTR appointed technical monitors. Each technical monitor will provide performance evaluation input and forward the results to the COTR. This information, along with other criteria mentioned in attachment J-4, will be used to assess Contractor performance and determine fee for each individual task under the IDIQ Schedule. Forty (40) percent of the total available fee shall be based upon customer satisfaction score for the completed task. Customer satisfaction rating will be applied consistent with the adjective rating below.

ADJECTIVE RATING	DEFINITIONS	NUMERICAL RATING
Excellent	Exceptional performance. No significant problems encountered.	100 points
Very Good +	Performance which demonstrates overall competence and fulfillment of contract requirement. Quality of overall performance outbalances any problem encountered.	95 points
Very Good		90 points
Very Good -		85 points
Good +	Performance which shows reasonable fulfillment of contract requirement. As a whole, overall performance quality is not adversely affected by problems encountered.	80 points
Good		75 points
Good -		70 points
Fair +	Performance deficient in accomplishing contract requirement. Problems outweigh areas of quality performance.	65 points
Fair		55 points
Fair -		45 points
Poor +	Performance without substantive merit.	35 points
Poor		25 points
Poor -		0 points

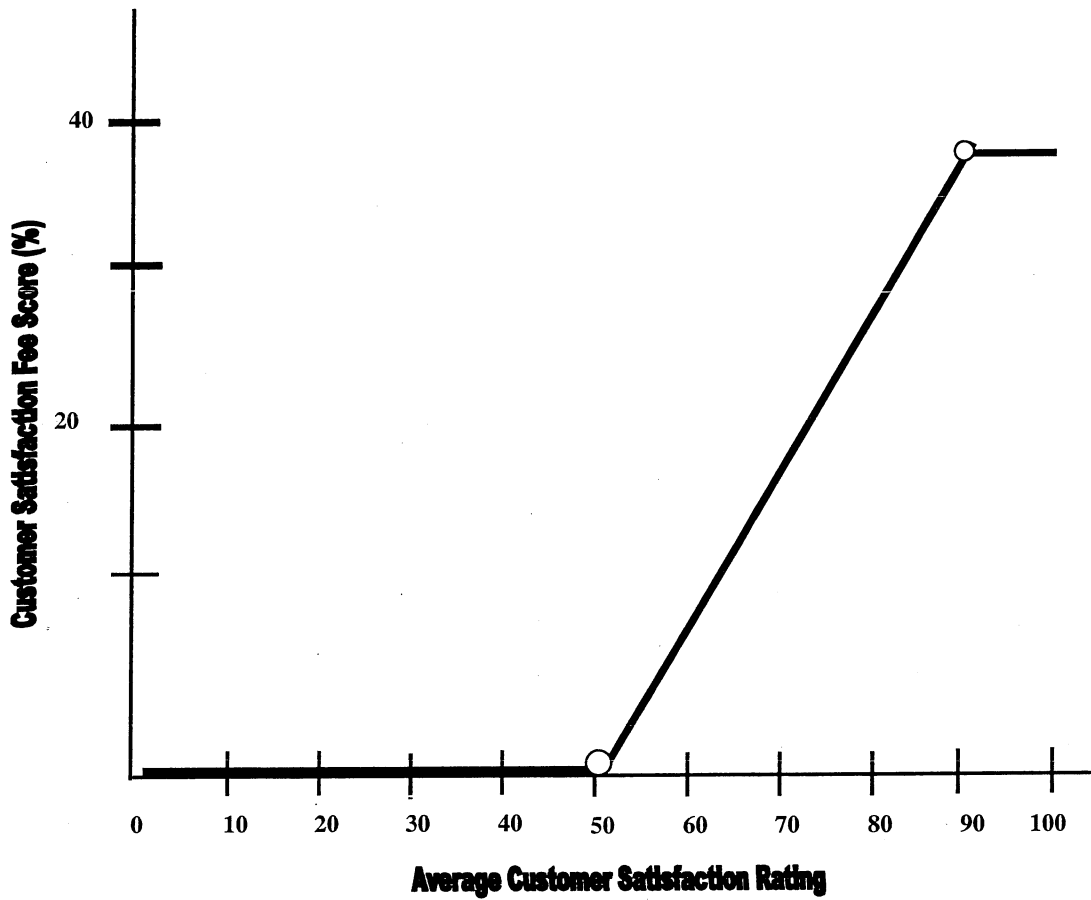
The adjective rating will be converted to points and averaged, if necessary. Scores will result in customer satisfaction fee as follows in the formulas and graphs below:

For Average Numerical Rating  $\geq 90$  Pts, Fee Score 40%

For Average Numerical Rating  $< 50$  Pts, Fee Score 0%

Otherwise,

$$\text{Fee Score (\%)} = \text{Avg. Numerical Rating} - 50$$



2.5.2 Cost. Thirty (30) percent of the total available fee shall depend upon the Contractor's control of negotiated cost for the IDIQ task. This will be determined in accordance with the following formulas:

For Cost Rating (C)  $\leq$  0.98, Fee Score 100%

For Cost Rating (C)  $\geq$  1.08, Fee Score 0%

For Cost Rating (C) between 0.98 and 1.0,

$$\text{Fee(\%)} = \frac{[345 - (250)C]}{30\%}$$

For Cost Rating (C) between 1.0 and 1.08,

$$\text{Fee(\%)} = \frac{[1282.5 - (1187.5)C]}{30\%}$$

Where,

C= Actual Cost Divided by Negotiated Cost for  
Evaluated Period

2.5.3 Schedule. Thirty (30) percent of the total available fee shall depend on the Contractor meeting the negotiated delivery date for the IDIQ task. No fee shall be paid for missed deliveries, unless the COTR determines that the delivery was missed for reasons beyond the Contractor's control.

### 3. Audit Reporting Integrity

If random audits by the COTR or appointed representative(s) detect self-surveillance reporting errors, the Contractor's incentive fee on the contract requirement found in error will be reduced by 10 percent for the first occurrence. Any repeated reporting errors will result in an incentive fee of 0 percent for the contract requirement(s) found in error. This does not apply to errors that have no effect on the incentive fee.



Attachment J-5

PERFORMANCE REQUIREMENTS SUMMARY

Contract Requirement	Standards of Performance	Acceptable Quality Level (METRICS)	Surveillance Method & Frequency	Wt.
QUALITY MANAGEMENT	Compliance with MSFC ISO 9001 and Internal Quality Processes	2 QSDN's 6 Audit findings (internal/external) 0 NCR's/RCAR's	Progress Report/Quarterly DRD 922MA-002	10%
COST	Actual Cost versus Planned Cost	See attachment J-4 (for computation see paragraph 2.2)	533M Report/Monthly DRD 922MA-003	20%
CUSTOMER SATISFACTION	Customer satisfaction	Satisfaction level (for range see attachment J-4, paragraph 2.3)	Questionnaire/Quarterly	30%
WBS 2.0 Program Management	1. Staffing 2. Property Management	1. Positions staffed within 3 weeks, vacancies filled in 4 weeks or less 2. No Property Management discrepancies	Management Plan (DRD 922MA-001)  Progress Report/Quarterly DRD 922MA-002	15%
WBS 3.0 Business Management Support	1. Human Capital Office Milestones	1. Meet Key milestones	Progress Report/Quarterly DRD 922MA-002	1%
WBS 4.0 Employee Services and Operations	1. Provide Employee Assistance Program Counselor	1. Maintain and provide Employee Assistance Programs reports for the Center in a timely manner	Progress Report/Quarterly DRD 92MA-002	1%

PERFORMANCE REQUIREMENTS SUMMARY

Contract Requirement	Standards of Performance	Acceptable Quality Level (METRICS)	Surveillance Method & Frequency	Wt.
WBS 5.0 Learning and Organizational Development Services	<ol style="list-style-type: none"> <li>1. Maintain high levels of course satisfaction</li> <li>2. Placement of training orders in a timely manner</li> </ol>	<ol style="list-style-type: none"> <li>1. Average Rating of 3.75 (5 point scale) on overall course satisfaction</li> <li>2. Place 95 % of training orders within 3 days of receipt</li> </ol>	Progress Report/ Quarterly DRD 922MA-002	6%
WBS 8.0 Government and Community Relations Support	<ol style="list-style-type: none"> <li>1. Response to public inquiries</li> <li>2. Execute speaker request in a timely manner</li> <li>3. Provide coordination on Center level special events, both on-center and away</li> </ol>	<ol style="list-style-type: none"> <li>1. Answer 95% of Public Inquiries within 5 days</li> <li>2. Provide Speakers to 100% of speaking Engagements</li> <li>3. Meet 100% of assigned actions in support of Center events.</li> </ol>	Progress Report/ Quarterly DRD 922MA-002	4%
WBS 9.0 Academic Affairs Support	<ol style="list-style-type: none"> <li>1. Operation of the Educator Resource Center (ERC)</li> <li>2. Respond to requests for information</li> <li>3. Recruit and place minority students</li> </ol>	<ol style="list-style-type: none"> <li>1. Maintain minimum of 2 specialists at all times during operating hours</li> <li>2. Execute all requests within 3 days</li> <li>3. Recruit and place 50 students in MSFC Minority Internships</li> </ol>	Progress Report/ Quarterly DRD 922MA-002	4%

### PERFORMANCE REQUIREMENTS SUMMARY

WBS 10.0 Public and Employee Communications Services	1. MSFC News Room web site support 2. MSFC Model, Design, and Exhibit support 3. Media Products 4. Maintain deadlines for publications	1. Web site postings are correct and in proper format 99% of time 2. Model, Design, and Exhibits provided in proper condition and on time 100% 3. Media releases adhere to AP style and meet deadlines 100% 4. Meet 100% of publication deadlines	Progress Report/ Quarterly DRD 922MA-002	7%
WBS 11.0 Indefinite Delivery/ Indefinite Quantity (IDIQ) *	1. Customer Satisfaction 2. Cost 3. Schedule	1. Satisfaction Level (for range see attachment J-4) 2. Actual vs. Planned Cost 3. On-time Delivery	Quarterly/Task Completion	40%  30% 30%
WBS 12.0 Planning & Integration Office	1 Deliver speech products	Meet 100% of speech deadlines	Progress Report/Quarterly DRD 922MA-002	1%
WBS 13.0 Strategic Performance Management & Incentives (SPMI)	1. Provide support services to assist NASA & MSFC Strategic Performance Management & Incentives Programs	1. Meet 100% of assigned actions in support of awards programs	Progress Report/Quarterly DRD 922MA-002	1%

\* IDIQ task orders evaluated separate from Mission elements.